

**PARATRANSIT SPECIALIST***Class Definition*

Under general supervision, monitors the Handy Ride paratransit program to ensure compliance with the Americans With Disabilities Act (ADA).

*Distinguishing Characteristics*

Paratransit Specialist is a single position class assigned to the Transit Division of the Transportation Department. Reporting to the General Manager, the incumbent serves as a liaison between the division, the paratransit service provider, and the disabled community; ensures that paratransit contractual services designed to meet transportation needs of eligible persons with disabilities are in accordance with ADA; and represents the department on various ADA Advisory Committees.

*Typical Tasks*

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Collects and evaluates data on service performance; recommends modification to practices and procedures to ensure high quality and compliance with federal and state legal requirements; receives, investigates, and takes or recommends action to resolve complaints regarding service quality.

Receives and monitors complaints regarding ADA issues for both paratransit and fixed-route services and recommends corrective action.

Reviews contractor's accident/incident occurrences, and makes recommendations for resolution of public concerns.

Develops standards, criteria, reporting procedures, and proposal evaluation criteria pertaining to the administration of demand-responsive transit systems.

Meets with community groups and individuals to discuss departmental programs and services, and recommends action to resolve public concerns.

Attends public meetings on elderly and disabled issues and needs.

Interprets ADA rules and regulations as they relate to client certification or system performance requirements.

Makes public presentations to disability support groups.

Coordinates delivery of service with the department's service provider and other paratransit service providers as required to address capacity problems.

Performs related duties as required.

*Knowledge, Abilities, and Skills*

Knowledge of the rules and regulations contained in the Americans With Disabilities Act of 1990.

Knowledge of methods and techniques of organizing and operating a demand-responsive transit system.

Knowledge of the community groups and programs that provide service to the disabled community.

Ability to monitor activities of a contractor for contract compliance, to evaluate the progress of the demand-responsive and special transportation services.

Ability to gather information and make policy recommendations.

Ability to understand, explain, and apply department, state, and federal requirements for the provision of paratransit services.

Ability to communicate effectively orally and in writing, and to prepare clear, concise reports.

Ability to exercise sound, independent judgment within policy guidelines.

Ability to establish and maintain effective working relationships.

*Minimum Qualifications*

Completion of 24 semester units from an accredited college or university in business or public administration, or a related field; and two years of experience in the operation and administration of demand response or specialized transit services. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

*Special Requirement*

Possession of a valid California Driver's License may be required at time of appointment.

APPROVED: \_\_\_\_\_  
Director of Administrative Services

DATE: \_\_\_\_\_